# N-FOCUS Major Release Children and Family Services March 18, 2012

A Major Release of the N-FOCUS system is being implemented on November 13, 2011. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

**Electronic Application:** N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

**Expert System:** All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

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## Vital Statistics Last Name Search (Change)

The Last Name field in the Vital Statistics Search by Name field has been expanded to search for 25 characters. This should aid in being able to locate records using the Search by Name option.

**Tip**: If you receive a "Record Not Found" message when conducting the Name Search, click the Search by SSN option to search by the person's Social Security Number.



## Service Authorization Claim Crystal Report (Fix)

The Total Net Amount field has been made larger so that the correct total amount displays rather than ####.##. Also, when a claim on the list is in pre-print status, the dates will be blank rather than display 12-30-1899 as they do now.

## MESA FPL Changes and Child Care Authorization (Tip)

Do not assume a 5 year old should be changed from Preschool to School. Some children do not start Kindergarten until after their 6<sup>th</sup> birthday. Because of the July 1, 2011 rate maximums for Child Care Provider changes, incorrectly changing this information will cause the number of claim corrections and change reports to escalate.

#### Sending Correspondence to an Updated Address (Tip)

If you are sending correspondence to a client at a new address, the address must be updated before the correspondence is created. To ensure the correspondence is sent to the Updated Address, you must complete the actions in the following order:

- 1. Update the Address
- 2. Pend or Reopen the Programs

If you have questions regarding how to update an address, please refer to Online Help.

## Spell Check (Tip)

Occasionally, when you select the Spell Check option in N-FOCUS you begin to "clock". This indicates that the Spell Check window is hidden behind the other N-FOCUS windows. In order to bring the Spell Check window forward, hold down the Alt Key and TAB through the windows as shown below. (Note: The Spell Check window is circled in red in the below screen print.)



## Correspondence

## Child Care Approval Notice (Fix)

The Child Care Approval Notice will now display the correct monthly benefit fee when changes for the 3<sup>rd</sup> month become effective.

#### **Alerts**

#### RSDEV #323 Approved Home Closed (Change)

The Status Reason used when an Approved Home is closed because a placement has not occurred in the past 60 days has changed from "Child Moved" to "No Current Placement".

Alert Text – The Approved home of (Org Name), ID# (Org ID#), has been closed because a placement hasn't occurred in the past 60 days.

#### CMGMT #393 Provider Rate Change (New)

Alert #22 Provider Rate Change has been split into two alerts, Alert #393 and Alert #22.

This alert is created when there has been a change to the Provider rates for CFS and Waiver Program Cases.

**Alert Text** - <Provider Organization> has a new rate for <Service Type Name>. Please view new rate and update any affected service authorizations.

## Mail Received Alerts (Tip)

If a Mail Received Alert received on January 31, 2012 is still open and more mail is received, a new Mail Received Alert will not be generated.

#### **Document Imaging**

## Foster Care Organizations Category (New)

With the March 18 N-FOCUS Release, we have added a new category to use when scanning documents for Organizations. The new Category is: **Foster Care Organizations.** This Category will be used for scanning documents related to organizations such as Foster Homes, Relative Homes, Group Homes, and other Placement Facilities.

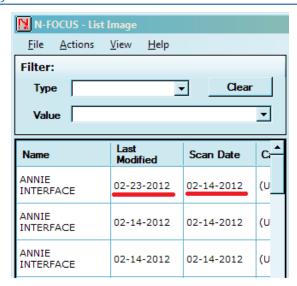
This category is to be used when scanning the following items: (applications, compliance checklist/review, health information reports, references, alternative compliance, learning summaries, Native American FH Compliance Review, request for approved status or home study, Revocation/Denial/Suspension Letters, CWIS Questionnaire for families, In-Service training logs, Certificates of Training, licensing notice of change, copy of license, copy of letter regarding license, copy of renewal letter, certified mail receipts/envelopes)

## List Image Window, Last Modified Column (New)

If changes have been made to a scanned document, an Alert will be generated. The Last Modified Column has been added to the List Image window to make it easier to identify which document has been updated. This field will indicate the last date the document has been changed.

**Note**: When searching for scanned documents, we will now be searching from the Last Modified date rather than the Scan Date.

The Last Modified Date and the Scan Date will be the same unless the document has been updated at a later date.



#### Submitted Document File Types (Change)

Users who submit documents via the web had been restricted to submitting either JPG/JPEG or TIF/TIFF documents. We have now expanded this to allow for PDF documents.

Users have two options for submitting documents to the Department.

- 1. Via the ACCESSNebraska web site, Submit Document link
  - a. Allowable file types include JPG, JPEG, TIF, TIFF, or PDF. File size is limited to 1 MB for JPG, JPEG and PDF documents. File size is limited to 10 MB for TIF or TIFF documents.
- 2. Via email to one of the following addresses:

DHHS.ANDICenterLincoln@Nebraska.gov or DHHS.ANDICenterOmaha@Nebraska.gov

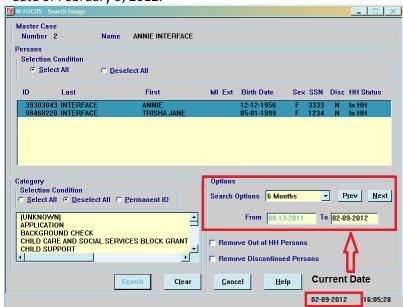
a. Allowable file types include PDF, Word (DOC, DOCX, DOT, DOTX), Excel (XLS, XLSX), TIF, TIFF, JPG, and JPEG. There are no size restrictions.

## Document Imaging Default (Tip)

There are two different defaults set when looking for documents in the Document Imaging area. These dates can be changed as needed.

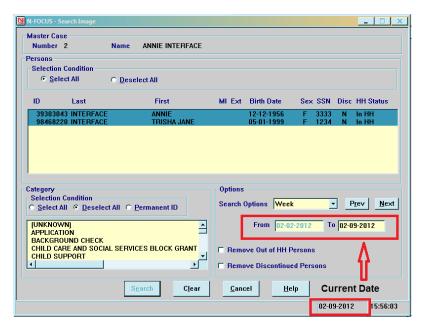
1. Document Imaging accessed from Detail Master Case window will default to a search timeframe of 6 months.

**Example**: The Current Date is February 9, 2 012. The Search Option defaults to 6 months – From field defaults to August 13, 2011 while the To field defaults to the current date of February 9, 2012.



2. Document Imaging accessed from List Master Case Alerts/Work Task window will default to a search timeframe of one week.

Example: The Current Date is February 9, 2012. The From field defaults to February 2, 2012 — one week prior to the current date while the To field defaults to the current date of February 9, 2012.



## Background Checks Category (Tip)

The Category, Background Checks, should be used to scan the following items:

- APS-CPS-Local Law Enforcement
- State Patrol
- Sex Offender
- Other

## Appendix Information (Tip)

Appendix information needs to remain in paper copy and stored locally at this time. This includes: National Criminal History Checks, Law Enforcement Reports, Correspondence with DHHS Legal, Correspondence with County Attorney's Office, Correspondence with Attorney General's Office, Correspondence with Contracted Private Attorney and HIV/AIDS test and result information. The category, Appendix, will be added to Document Imaging in a future release.

## **Expert System**

#### Child Care Notice (Fix)

• Child Care notices on newly activated cases that go from no fee in the first months and then go to a fee will display the correct information now.

## **Children and Family Services**

#### Structured Decision Making – SDM (New)

Structured Decision Making (SDM) is a Safety Assessment tool that was developed by the Children's Research Center. The Children and Family Service Administration has selected this tool as a possibility to replace its current Safety Assessment model. The plan is that it will be introduced to the other service areas after the Eastern and Southern Service Areas have completed the pilot.

Extensive training will be provided to CFS staff regarding the use of this new tool. Additionally, help will be provided through N-FOCUS Online Help. The information contained in these Release Notes is to be considered a brief overview.

## SDM Philosophy (New)

SDM is based on a concept referred to as a "Household". The SDM definition of a household:

- A collection of persons who have significant in home contact with a child(ren)
- For each case, there is a possibility of one or more households

There are a total of seven (7) Assessments developed for SDM. Those assessments are:

- SDM Safety Assessment May require a Safety Plan
- SDM Risk Assessment
- SDM Prevention Assessment May require a Safety Plan

- SDM Assessment of Placement Safety and Suitability
- SDM Family Strength and Needs Assessment
- SDM Risk Reassessment
- SDM Reunification Assessment

#### SDM Household (New)

The SDM Household has been developed to support the SDM Philosophy and is not the same as the CFS Program Case. One CFS Program Case will frequently contain more than one household. The SDM Household identifies the family group that is being assessed. The following are examples of common situations where there is more than one Household within a CFS Case:

- Parents Who Live Together
  - Mother, Father and children = one household
- Parents Who Do Not Live Together
  - o The mother and children = one household
  - The father and children = one household

**Note**: We do not want to create two CFS Cases; however, it is acceptable for a person, specifically the children, to be a member of different households at the same time. In this example, the children are in both households within this one CFS Program Case.

- Intergenerational Families Who Live Together
  - The minor parent and her children = one household
  - The minor parent, her children and the parents of the minor parent = one household
- Boyfriends, Relatives And Others Move In And Out As Caregivers
  - As people move in and out of the household, they can be added and removed from the household each time there is a change in the persons who have significant in home contact with the child(ren)

#### SDM Process Workflow (New)

The SDM Assessment process is normally initiated with the receipt of a report of Abuse/Neglect or through a referral from the Courts. The Program Case created, based on the reported incident or referral, may go through three phases (Initial Assessment, Ongoing Phase, Aftercare Phase). SDM places the household into statuses which identifies what phase the case is in at the time.

The household may be closed at any time during the process based on the results of the Assessments. Before the Assessment Phase can be documented, the worker must first create the Household on N-FOCUS to which the Assessments will be associated.

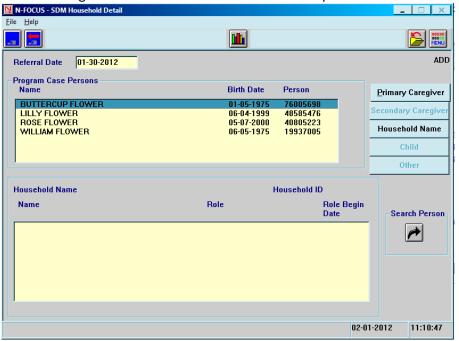
The following steps document how to create an SDM Assessment.



- 1. Navigate to the CFS Detail Program Case window.
- 2. Click the SDM icon.

The SDM Household Summary Detail window will display.

- The first time this window is opened, it will be blank. A review of this window will be provided once the SDM Household has been created.
- 3. Click the New icon to create an SDM Household. The SDM Household Detail window will display.
  - The Program Case Persons will be listed in the top section of the window.

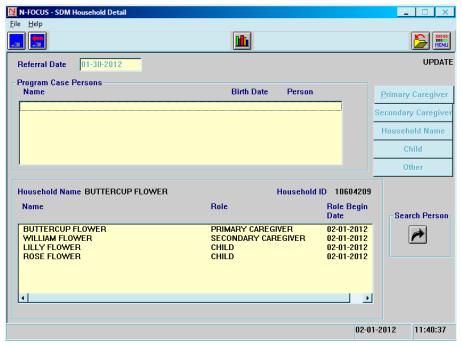


4. Enter the Referral Date.

The date entered should be the date the household was originally referred for services. Once an Assessment is created for the Household or the Household status is no longer "Initial Assessment", this date can no longer be changed.

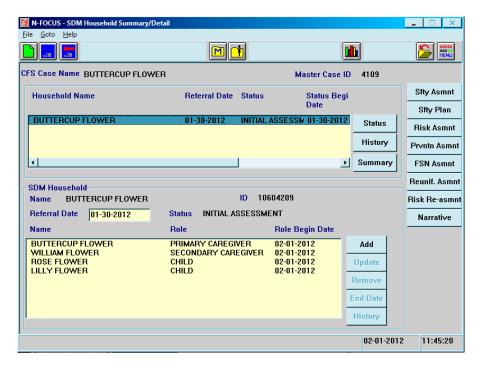
- 5. Select the Program Case Person who is to be designated with the role of either Primary Caregiver or Household Name.
  - When a person is selected from the list, roles within the household will be able to be assigned by clicking the buttons to the right.
  - For the initial selection, the Primary Caregiver and Household Name buttons are the only ones that will be enabled for selection.
    - Primary Caregiver The person given this role has been identified as the Primary Caregiver of the child (ren). The person selected will display as the Household Name in the bottom section of this window.
    - Household Name This role is only for cases where there is no primary caregiver identified. When a Primary Caregiver is identified, this button will be disabled.

- When a person and role button is selected, the information will display in the bottom section of this window.
- 6. Select the other members of the household and click the appropriate button for their role.
  - You are able to multi select names from the Program Case Persons name section if appropriate.
  - When to select available role options
    - Secondary Caregiver The person given this role has been identified as the Secondary Caregiver of the child (ren). (Example: Both parents live together with the child. One parent is designated as the Primary and the other the Secondary Caregiver.) A household must have a Primary Caregiver to have a person identified as the Secondary Caregiver.
    - Child The person given this role has been identified as a child within the household that will be assessed for safety and risk.
    - Other The person given this role is part of the household but is not a Primary or Secondary Caregiver of the child (ren) or children that are will not be assessed for safety or risk. (Example: Older sibling)



7. Once all of the roles have been assigned, Save or Save and Close.

The following section provides an overview of the SDM Household Summary/Detail Window:



## Top Section of the Window

**CFS Case Name Master Case ID Household Name** 

The name indicated as the Program Case Name

The Master Case ID number associated with the Program Case

The name of the person identified as the Household Name or given the role of Primary Caregiver for the household

**Referral Date** 

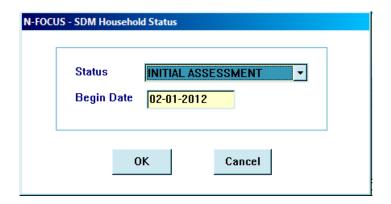
The date entered by the field worker when they created the household on N-FOCUS. Once an assessment has been created for the household or the household status is no longer "Initial Assessment", this date can no longer be changed.

- The household will have one of the following statuses:
  - **Initial Assessment** this is the original status. A household should remain in this status until the Initial Risk Assessment or Initial Prevention Assessment is completed.
  - Ongoing The household will be changed to this status if the result of the Initial Risk Assessment or Prevention Assessment is to provide Ongoing Services and the Initial Risk Assessment or Prevention Assessment is finalized. If the result of the finalized Initial Risk Assessment or Prevention Assessment is to close the case, the household status should be changed to Closed.
  - After Care When a program case is closed and the household was in "Ongoing" status, the household may go into after care. The worker should make this selection when closing the program case.
  - **Closed** The worker will close the household whenever the household is no longer receiving services. The system will change the household status to "Close" when it has been in After Care Status for 12 months.

Status

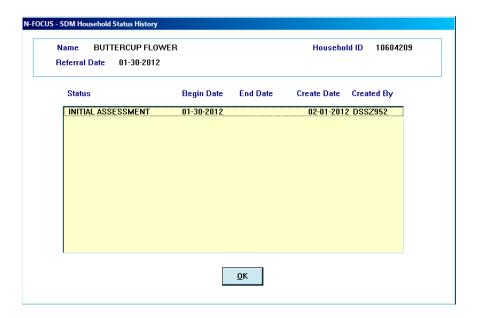
#### **Status Button**

Select this button to change the Household Status. The SDM Household Status popup window will display. Make the appropriate selection from the Status field drop down; enter the appropriate Begin Date and the OK button to return to the SDM Household Summary/Detail window.



#### **History Button**

Select this button to view the status history for the household.



#### **Summary Button**

Select this button to view a Summary of the SDM Household and the Assessments/Plans. Refer to the SDM Household Overview Summary Window section for further explanation of this window.

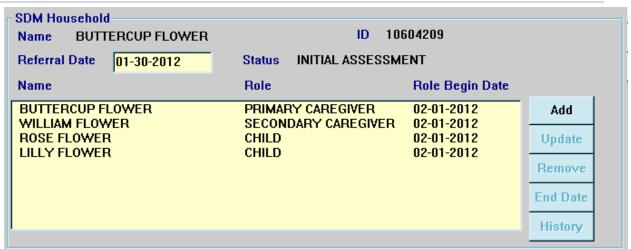
## SDM Household Overview Summary Window (New)

The SDM Household Overview Summary Window provides a summary of the Assessments/Plans that have been conducted for the Household.

To view or update an existing Assessment/Plan, click the appropriate Assessment/Plan button. You will be taken to the corresponding Detail window for the current assessment or plan.



## Lower Section of the Window - SDM Household (New)



Name The name listed here will match the name of the Household Name selected in the top

list box.

**ID** A randomly generated number created by N-FOCUS.

**Referral Date** The date entered by the worker when they created the Household. Once an

Assessment exists for the Household, the date can no longer be changed.

**Status** Same as the Status on the top portion of the window

**Name** The people who are part of the Household selected in the top section of the window.

Role

The role of the person within the household. The people within the household will display in this order:

Primary Caregiver Secondary Caregiver

Child Other

Out of Household – This role is applied when a person is end dated in the household

**Role Begin Date** The date the role began for the selected person.

#### Add, Update, Remove, End Date History Buttons

Select these buttons to make the corresponding changes to the Person selected or to see the Role History of the Person.

#### Assessment/Plan Buttons (New)

Selecting one of the Assessment/Plan buttons will take you to the corresponding window to complete the Assessment/Plan. A list window will display if there is an existing Assessment or Plan. SDM will determine the level of risk to the child and make a safety determination based on the information that is entered on the accessed windows.

Selecting the Narrative button will open the CWIS Search Narrative window. The following Narrative items are currently used to document information regarding Assessment/Plan information:

- Maltreatment Summary and Finding
- Circumstances Surrounding Maltreatment
- Child Functioning Summary/Analysis
- Parenting Summary/Analysis
- Adult Functioning Summary/Analysis
- Efforts to Locate Family
- Supervisor Consultation

Sfty Asmnt
Sfty Plan
Risk Asmnt
Prvntn Asmnt
FSN Asmnt
Reunif. Asmnt
Risk Re-asmnt
Narrative

The following sections will briefly review some of the Assessment/Plan windows. Because of their similarity in appearance, navigation and function, all of the windows will not be reviewed. For further information regarding these windows, please refer to N-FOCUS Online Help.

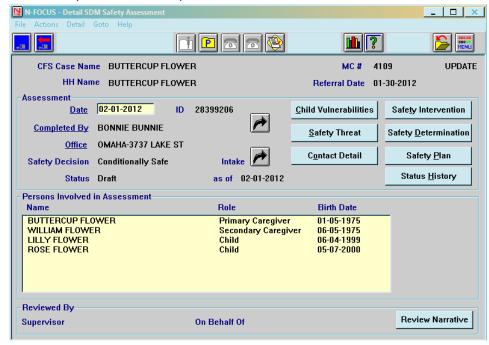
#### Detail SDM Safety Assessment Window (New)

The Detail SDM Safety Assessment window is opened by selecting the Sfty Asmnt button on either the SDM Household Summary/Detail window or the SDM Household Overview Summary window. This window is used to create/view the most recent SDM Safety Assessment.

The persons in the Household will automatically be entered in the Persons Involved in Assessment section of the window. Click the action buttons on the window to enter information about the safety of the child. The SDM program will make the Safety Decision based on the information entered in these windows (Child Vulnerabilities, Safety Threat, Contact Detail, Safety Intervention, Safety Determination and Safety Plan). The Safety Decision will be Safe, Conditionally Safe or Unsafe.

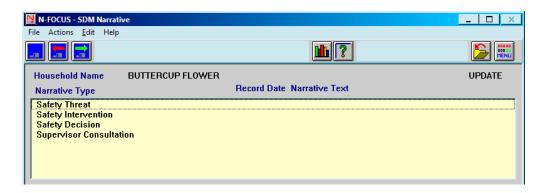
Tying an Intake to the SDM Safety Assessment is optional. When the worker makes contact for the

first time after this Intake is received, it is expected that the Intake will be tied to the initial SDM Safety Assessment. It will be assumed that any additional SDM Safety Assessments with a begin date after the initial Safety Assessment and prior to the finalization of the initial Risk Assessment or **Prevention Assessment** is in reference to the Intake(s) tied to the **Initial SDM Safety** Assessment.



## SDM Narrative Icon (New)

To document the SDM Narrative, click the SDM Narrative icon on the Assessment/Plan windows. The SDM Narrative window will open with the appropriate topics displayed. Document the narrative as appropriate.

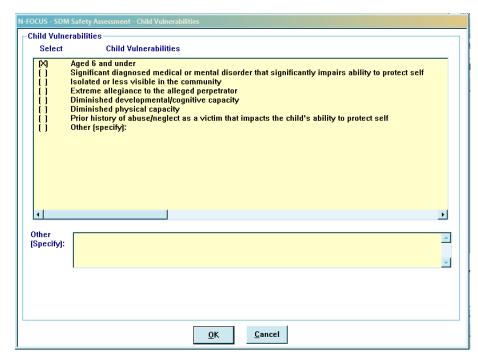


## SDM Safety Assessment - Child Vulnerabilities Window (New)

The windows accessed by selecting the action buttons on all of the Assessment/Plan windows will

be similar to this window. To enter information, click the appropriate row to select the option. Once all of the information has been selected, click OK. The SDM will use the information entered to make the determinations needed to determine the next step for the family.

Because of the similarity of these windows, this is the only section window will will show in these Release Notes. For futher guidance, refer to N-FOCUS Online Help.



## Detail SDM Initial Risk Assessment Window (New)

The Detail SDM Initial Risk Assessment window opens when the Risk Assessment button (Risk Asmnt) is selected on the SDM Household Summary Detail Window.

The Assessment Date and the name of the Worker must be entered in order to save the Assessment. Once the Assessment is saved, the Assessment ID Number will be generated and Abuse/Neglect, Supplemental Items and Status History buttons will enable. Scoring/Override and Planned Actions buttons will not enable until all of the Abuse/Neglect Index questions have been answered.



The Recommended Decision will be determined based on the information entered in the before mentioned windows. The recommendation will be based off the Final Risk Level in the following manner:

Final Risk Level	Recommendation
Low	Close Case*
Moderate	Close Case*
High	Ongoing Services Needed
Very High	Ongoing Services Needed

<sup>\*</sup>Low and Moderate risk cases should be recommended for ongoing services if the most recent SDM Safety Assessment finding was Conditionally Safe or Unsafe.

## Detail SDM Prevention Assessment Window (New)

The SDM Prevention Assessment window opens when the Prevention Assessment button (Prvntn Asmnt) is selected on the SDM Household Summary Detail Window. If there is a current SDM Prevention Assessment, the List SDM Prevention Assessment window will open.

The Assessment Date is the date the worker began to collect information to document the assessment. Once the assessment is saved, the assessment will be given an ID Number and the Abuse/Neglect Index button, the Supplemental Items button and the Status History button will become active. The Scoring Overrides button will become enabled when all of the Abuse/Neglect questions have been answered. The Planned Action button will enable when the Scoring/Override section is complete.

The Persons Involved in the Assessment will always include all persons active in the household. The Recommended Decision will be determined based on the information entered in the windows accessed from the action buttons.

N-FOCUS will determine the Final Level, Scored Level, Planned Action and Recommended Decision based on the information entered in the windows accessed through the above mentioned action buttons.



## Detail Family Strengths and Needs Assessment Window (New)

The Detail Family Strengths and Needs Assessment window is accessed from the SDM Household Summary Detail window. The SDM Family Strengths and Needs Assessment is to be completed when a household or case has been placed into the "Ongoing" phase or it has been determined that the Department is or will be providing services to the family/household. This Assessment will be used by the Worker to help with writing the Case Plan for the household.

Specific information is documented using the action buttons, Caregiver Rating, Caregiver Rating

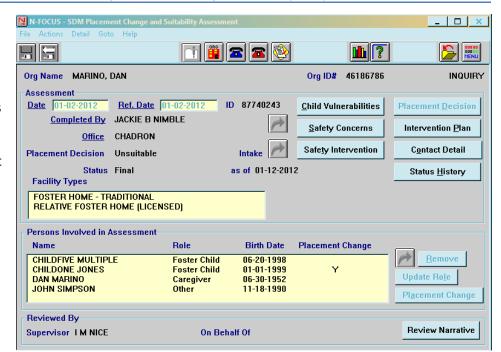
Summary, Child Rating and Child Rating Summary. The Prioritization button will become enabled once all of the Caregiver rating questions have been answered for the **Primary Caregiver and** the Secondary Caregiver if there is one. The Critical Needs button will be enabled once all of the questions are answered for the Prioritization window.



#### SDM Assessment of Placement Safety and Suitability Window (New)

Assessment of Placement Safety and Suitability Assessment Window is accessed from an Organization's Home Detail window by clicking the SDM Placement Assessment icon. This assessment is about the Foster Home in which the State Ward is placed. This assessment is strictly designed to assess a family like setting Foster Care home and will assess

The SDM



the suitability of the Foster Home for all of the children placed in the home. Congregate care placements, like Group Homes, will be assessed using the Organization Related Investigation/Out of Home Assessment.

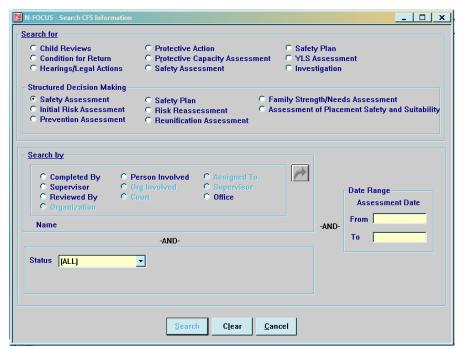
The first time this window is accessed, the Persons Involved in the Assessment will include the Organization related person and all of the children currently placed in the Foster Home. Children that are placed in the Foster Home after the assessment is created or removed before the assessment is created will need to be manually added to the list.

Click the action buttons on the window to enter information about the suitability of the organization as a placement for the child (ren). The SDM program will make the Placement Decision based on the information entered in these windows (Child Vulnerabilities, Safety Concerns, Safety Intervention, Intervention Plan and Contact Detail). The Placement Decision will be Suitable, Conditionally Suitable or Unsuitable.

## Search CFS Information Window (Change)

The following changes have been added to the Search CFS Information search criteria:

- Structured Decision Making options
- Reviewed By is a new Search by option
- Date Range is limited to a 90 day period.



## Person Involvement Inquiry Window (Change)

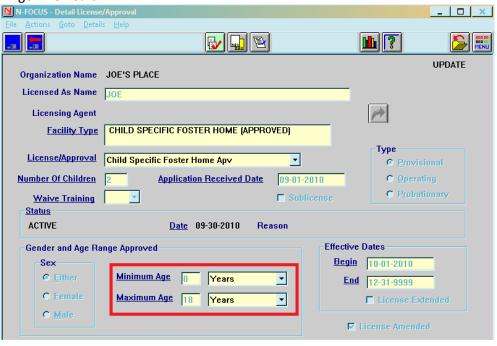
Structured Decision Making has been added to the Person Involvement Inquiry Window. Selecting this option opens the Household List for Person window. From this window you will access the SDM Household Summary/Detail window by double clicking on the appropriate household row.

## Detail License/Approval Window Date Range (Change)

The Age Range defaults have been changed to the following:

Minimum Age = 0 Years Maximum Age = 18 Years





## **APS Investigations**

## Investigation Type Enforced Based on Intake Close Reason (Fix)

When an Intake is tied to an APS Investigation, the Detail Investigation window will now confirm that the Intake being tied to the Investigation has the appropriate Intake Close Reason. Following implementation of Organization Related Investigation, the system restricted the user from creating an Organization Related Investigation if the Intake Close Reason was APS Investigation. However, the

reverse restriction did not occur and the system allowed an Intake with a close reason of Organization Related Investigation to be tied incorrectly to a newly created APS Investigation.

This has now been fixed. An Investigation will not be able to be created if the Intake Close Reason is not consistent with the type of investigation it is being tied to.

## First Name Blank Error Message (Fix)

If the APS Program Case worker assignment is either to the default position or to a vacant position, there was a display issue with the List APS Investigation window when the user tried to access the APS Investigation from the Program Case. The user would get an error message "First Name Blank".

This display issue has been fixed. Also, when the APS Program Case is assigned to the default position, the user will be forced to make an assignment prior to creating a new APS Investigation.